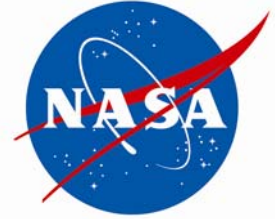National Aeronautics and Space Administration

NASA SHARED SERVICES CENTER

Registration-Reimbursement for External Training Service Delivery Guide

NSSC-HR-SDG-0019
Revision: A
May 31, 2007

Approved by

/s/ Joyce M. Short
Joyce M. Short
Deputy Director

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Date

Document History Log

Status (Basic/Revision/Cancelled)	Revision Date	Description of Change
Basic	06/21/06	Basic Release
Revision A	05/31/07	• Changed SDG to match process. • Added bulk purchase process. • Put in new template. • Changed flowcharts to cross functional diagrams.

Table of Contents

Registration-Reimbursement for External Training Service

Introduction

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) will handle registration activities for NASA employees for individually funded training activities. These activities include individual courses, conference attendance, and university programs. NSSC is responsible for completing appropriate procurement documentation, registering the attendee(s), sending confirmation notices, verifying attendance/completion of training, distributing and collecting training evaluations, updating and maintaining the e-Training System [System for Administration, Training, and Educational Resources for NASA (SATERN)], processing employee reimbursements, and maintaining training authorization documentation files. The NSSC retains responsibility for the registration of the learners and for the obligation and payment of training activities either by credit card, convenience check, or purchase order.

Process – Registration – Reimbursement for External Training

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┌─────────────┐   ┌─────────────┐   ┌─────────────┐   ┌─────────────┐   ┌─────────────┐
│   Step 1    │   │   Step 2    │   │   Step 3    │   │   Step 4    │   │   Step 5    │
│             │   │             │   │   Prepare   │   │             │   │             │
│ Request and │ → │   Verify    │ → │ Purchasing  │ → │ Enter Data  │ → │   Process   │
│   Approve   │   │  Training   │   │ Documents   │   │    in       │   │   Course    │
│  Training   │   │ Request is  │   │    and      │   │   Satern    │   │ Completion  │
│             │   │  Complete   │   │  Obligate   │   │             │   │             │
│             │   │             │   │  Funding    │   │             │   │             │
└─────────────┘   └─────────────┘   └─────────────┘   └─────────────┘   └─────────────┘
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| Center Learner/Supervisor Training Coordinator Center Training Office | NSSC(SP) HR | NSSC(SP) HR NSSC(CS) PR | NSSC(SP) HR Center Training Office Learner | NSSC(SP) HR |
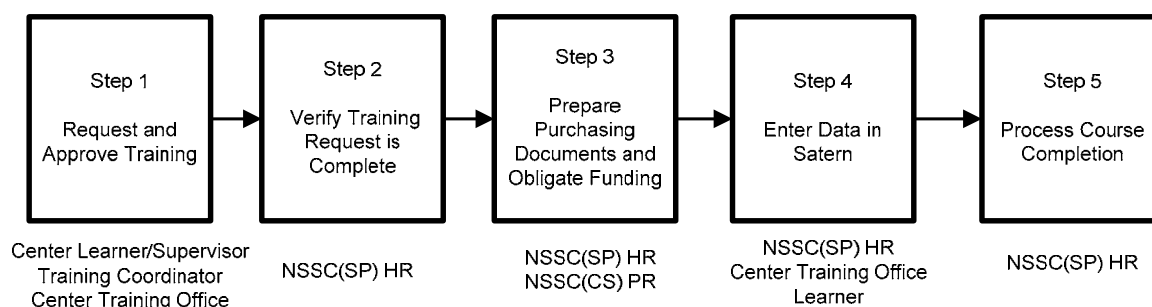
Roles & Responsibilities

Roles and Responsibilities	Action	Tips
Step 1 **Center Learner/ Supervisor Training Coordinator Center Training Office** Request and Approve Training	NASA's e-Training system, SATERN, is an electronic training system that fully automates the training request, approval process and record of the training event. When a learner identifies a course he/she would like to attend, the learner accesses SATERN and completes the NF-1735, "Application for External Training." In addition to completing information about themselves, the learner must also complete information about the course, including the cost, dates and number of hours, and select the competency or competencies that the learner expects to gain from taking this course. Once all information is complete on the NF-1735, the learner submits the training request via SATERN for approval. The supervisor receives an e-mail notification when one of their learners submits a training request. The supervisor reviews the requests for completeness and relevance, determines if the request is acceptable, gains any other required approvals, including approvals from funding organizations, and approves the request in the system. If the supervisor or organization disapproves the request, the supervisor should personally notify the learner of the	Since SATERN will not allow attachments at this time, learners must paste the Web link to the course information in the requestor's comments field on the NF-1735 to enable the Training Office to review the course and cost information. If a Web link is not available, the learner must fax or deliver the course information to their Training Office. Centers will determine the approval level where available budget/funding is confirmed. For conferences, the learner must use the requestor's comments section on the NF-1735 to input preferred sessions. If the request for a course or conference needs to be processed under the regular 5-business day time frame, the Center CTO will contact NSSC Customer Contact Center (CCC) to determine if

Roles and Responsibilities	Action	Tips
	denial, and the learner receives denial notification via e-mail from SATERN. The Organization's Training Coordinator receives an e-mail from SATERN notifying them that the request has been approved by the learner's supervisor. They then review the information submitted to ensure that the request is complete and appropriate for approval. The Center Training Office (CTO) receives an e-mail from SATERN notifying them that the request has been approved. They then review the information submitted to ensure that the request is complete and appropriate for approval. The CTO may complete missing information, such as preferred sessions, learner service agreement or background information, or they may elect to deny the request and require the learner to submit a complete request. If the CTO does not approve the course, the learner receives an e-mail stating that the request has been denied. Before approving any requests in SATERN, the CTO must do the following: If the training cost (per training instance) is more than $3000, the CTO completes the NSSC Request/Determination for Sole Source NSSC Form 28 to justify the sole source acquisition, faxes the form to NSSC with NF-1735 tracking number included on form 28, and approves the request in SATERN. **Bulk Purchase Process:** If the CTO has a need to process 5 or more requests for the same conference or course, the CTO has	sufficient time is available for processing (Expedited Request) or they may direct the learner to register and prepay. When an expedited request is to be processed by NSSC, the CTO will enter "Expedite" as the first word in the Comments (block 22) section on the NF-1735, and will call the NSSC CCC to notify them of the expedite. When prepaid by the learner, the CTO will enter either the language of "REIMBURSEMENT" or "PAID BY PROJECT/PROGRAM FUNDS" as the first word in the Comments (block 22) section on the NF-1735. Reimbursements for prepaid training will be processed by the CTO to the NSSC, which will forward the request to the Financial Management Office through Remedy.

Roles and Responsibilities	Action	Tips
	the option of using the NSSC Bulk Purchase Process. CTO submits through fax, the form 27 and notes in the comments field that it is a bulk purchase. Bulk purchase package will include: 1. Vendor's course/conference information 2. Word document, signed by the approving CTO official, containing learners attending, the costs for each learner, the funding codes to be charged, and the codes to be used for scheduled offering custom columns in SATERN **Output:** Complete NF-1735 in SATERN plus supporting documentation when required for registration or cost justification.	
Step 2 **NSSC(SP) HR** Verify Training Request is Complete	Once the CTO approves the training request, NSSC(SP) HR receives an e-mail alerting them that they have a learner approval pending in SATERN. The NSSC reviews the approved training request for completeness and accuracy, and reviews any CTO comments for unique situations, pre-registrants, prepayments, or multiple requests. A complete or (full) NF-1735 package includes all information which is required for NSSC to sign off on the funding and register the learner into the requested offering and enter the NF-1735 information into SATERN. When a learner has prepaid for an approved course or conference, he or she completes an SF-1164 form for reimbursement and submits it to their CTO Office for approval with proof of receipt of payment. **Output:** Validated training request package (NF-1735).	NSSC can preview the Web link in the requester comment (block 22) section of the NF-1735 for information on the course. All NSSC-approved expedited NF-1735s received will be processed by placing these requests first, among the Center's other requests. If information is missing which prevents the NF-1735 from being declared a full package, NSSC(SP) HR will either call the CTO contact or the learner to obtain the required information and add it to the NF-1735, in order for the NF-1735 to be declared a full package.

Roles and Responsibilities	Action	Tips
Step 3 **NSSC(SP) HR** **NSSC(CS) PR** Prepare Purchasing Documents and Obligate Funding	NSSC(SP) PR receives notice via Remedy that a complete NF-1735 package is ready for processing. NSSC(SP) PR determines the appropriate method of purchase, either a credit card, convenience check, or purchase order. NSSC(SP) PR assembles standard procurement file and transaction checklist, makes recommendations on NSSC Form 28, if applicable. If a purchase order will be used, prepares synopses and solicitations, and contractual documents as required. NSSC Civil Servant (CS) reviews procurement file, determines price reasonableness, approves NSSC Form 28 if applicable, authorizes payment to vendor, and registers student. If a credit card or convenience check will be used, NSSC(CS) PR creates an order log in P-Card. A convenience check is sent to the vendor when a credit card can not be used. Registration can be completed over the phone, online, through the mail, e-mail, or via fax. When a purchase order is required for purchases other than academic, NSSC(CS) PR posts synopses, issues solicitations, awards the purchase order, and enters the purchase order into IEM/SAP. NSSC(CS) PR approves NF-1735 in SATERN. NSSC(CS) PR performs monthly reconciliation and approval of transactions (supported by SP). NSSC(SP) PR prepares monthly summary reports to be sent to NSSC offices and Center training offices. NSSC(SP) PR completes Remedy request.	Majority of purchases will be made with a Government credit card. Convenience checks will only be used when a credit card is not accepted by the vendor. Due to their associated high cost, Purchase Orders will only be used for transactions over $25,000, for those lower-valued transactions that cannot be procured by any other purchasing method, and academic requests. A single NSSC Form 28 to cover multiple courses for the same learner, in the same semester, may be used. The NSSC Form 28 needs to include tracking numbers for all associated NF-1735s involved in the justification. The online training purchases (http://trainingpurchases.nssc.nasa.gov) report will include: Center, LMS reference number, order number, vendor name, learner name, course description, cost, registration date, billing date, payment date, and Center accounting data (when provided on the NF-1735). NSSC should check comments (block 22) in NF-1735 from CTO to see if Learner already registered. For academic courses, the Learner registers with the

Roles and Responsibilities	Action	Tips
	Output: Training Request Package (NF-1735) with appropriate billing information for registration.	college or university. Learners must notify the university or college and notify their CTO if they cancel out of an academic course.
Step 4 **NSSC(SP) HR** Enter Data in SATERN	NSSC(SP) HR creates event and enters data in SATERN. NSSC(SP) HR approves NF-1735 in SATERN. **Output**: SATERN e-mail documenting completed NF-1735 process.	
Step 4a **Center Training Office NSSC(SP) HR** SATERN Entries	NSSC(SP) HR performs SATERN data entry and learner receives SATERN-generated e-mail confirming their registration. **Output:** Learner attends training.	
Step 4b **NSSC(SP) HR** Learner Completion (Non-Academic)	Upon completion on an on-line evaluation survey, NSSC(SP) HR will update SATERN to reflect the completion which will then be recorded in the learner's training record. If learner fails to complete the evaluation on the first e-mail request, NSSC(SP) HR will provide the learner a final reminder notice to submit an evaluation via SATERN. If an evaluation still has not been received within 14 days by NSSC(SP) HR after the final e-mail notification is sent, the learner's name will be added to the monthly incomplete training report that will be forwarded to the learner's training office by NSSC(SP) HR.	All documentation associated with a NF-1735 will be filed accordingly. Reminder notices to learners to complete their evaluations will include a warning that failure to complete all training documentation may result in the learner having to repay the cost of the training.
Step 4c **NSSC(SP) HR** Learner Completion (Academic)	Learner faxes an official academic grade transcript to NSSC within twenty (20) business days of course completion. Upon submission of an official academic grade transcript to NSSC, NSSC(SP) HR will record the item (course) completion in SATERN.	

Roles and Responsibilities	Action	Tips
	If learner fails to fax an official academic grade transcript to NSSC, within twenty (20) business days from course completion, NSSC(SP) HR will send a reminder notice to learner. NSSC HR will provide a second reminder after an additional five (5) business days. If an official academic grade transcript is received without a passing grade, or an academic grade transcript has not been received after an additional five (5) business days, the learner's name will be added to the monthly incomplete training report that will be forwarded to the learner's training office by NSSC(SP) HR. The learner's training office must supply the NSSC(SP) HR by fax, a list of learners with their decision on whether or not the NSSC(SP) HR shall grant completion to the learner in SATERN. If the Training Office declares that the learner must repay NASA for a course which either has been failed or an academic grade transcript has not been received, the training office must process that request through NSSC FM Accounts Payable office.	
Step 5 **NSSC(SP) HR** Process Course Completion	NSSC(SP) HR enters the appropriate completion status to learner record in SATERN. **Output:** Update to learner's training record.	NSSC(SP) HR information found in scheduled offering contact information field.

Metrics

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC HR/PR	Registration, procurement and confirmation to Learner	Learner and Center Training Office	98% of the time, NSSC will complete the registration, procurement and confirmation to the Learner within five (5) business days of an approved training request.
NSSC HR	Follow-up with Learner on completion of evaluation	Learner	Weekly.
NSSC HR/PR	Summary of monthly training activity with trainee, course and specific cost information	Center Training Office	By the 7th business day after reconciliation of P-Card has been completed.

System Components
Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
IEM-Core Financial	NASA's Agency-wide financial system. Provides standard processes and systems to support NASA's financial management activities.	Access granted by the Competency Center via NF 1700	P-Card Solutions, CMM
FPDS-NG	Web-based application. FPDS-NG is the central repository of Federal contract information. The system contains detailed information on contract actions over $3,000.	Access granted by GSA via the FPDS-NG website.	CMM
NASA Acquisition Internet Service	Variety of Web-based applications used throughout the Agency. Includes: EPS, VPO, & PPDB.	Access granted by the NSSC's NAIS super user	
P-Card Solutions	System for documenting, reconciling, approving, and reporting purchases made using credit cards or convenience checks.	Access granted by the Competency Center via NF 1700	IEM – Core Financial
Remedy	Supports NSSC internal activities, metrics, etc.		TechDoc
TechDoc Management System	System creates electronic files from faxes, e-mails, or hard copy documents.		Remedy

IT System Title	IT System Description	Access Requirements	IT System Interfaces
WebTADS	System provides automatic supervisory data updates to SATERN.		WebTADS
FPPS	System provides automatic organizational data updates to SATERN.		FPPS

New Systems

Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
CMM	New IEM procurement module that interfaces with IEM Core Financial and FPDS-NG. Contract Specialists will only need to use CMM after rollout in May 2006.	Access granted by the Competency Center via NF 1700	IEM Core Financial and FPDS-NG
SATERN (LMS)	HR system for request, authorization, agreement and certification of training.		None
Training Purchases Web Site	Provides online access to training purchases data. http://trainingpurchases.nssc.nasa.gov	None	None

Customer Contact Center Strategy

The NSSC Customer Contact Center Service Delivery Guide provides details regarding menu positioning, routing, and escalation of inquiries for this activity.

Cross Functional Flowchart

NSSC Registration-Reimbursement for External Training	NSSC-HR-SDG-0019	Revision: A
Center-level Submission & Approval of External Training Request (page 1 of 4)		

Center Employee/ Supervisor/ Organization

Start → Employee accesses SATERN and changes password upon initial login → Employee completes NF-1735 "Application for External Training" (Note 1) → Employee submits training request (Note 2) → Supervisor approved? (Note 3) —Yes→ Organization approved? (Note 3) —No→ Deny request in SATERN (Note 7) → End

No (from Supervisor approved? to Deny request in SATERN)

Center Training Office

Yes → Ensures request is complete (Note 4) → Complete missing info. and info. required of Training Office (Note 5) → Ensure course is appropriate (Note 6) → CTO Approved? —No→ Deny request in SATERN (Note 7) → End

Yes (Note 8) → C-1

Note 1: **Application includes:**	Note 2: If no Web link is available, forward registration form and backup information to Center Training Office.	Note 4:	Note 5:	Note 7: Employee receives denial notification via e-mail.
• Trainee Information • Course Data – including cost and hours • Competencies • Comments field to input weblinks to course descriptions, registrations forms, vendor info, etc. • Employee Service Agreement **For conference:** • Use Comments section to input preferred sessions.		• Receives e-mail when Organization approves. • Contacts employee if Web link, preferred sessions, or other backup information is missing. • Requests backup information if no Web link is available. • Ensures Employee Service Agreement is complete, if applicable.	• Ensures Web link or preferred sessions identified. • Enters Training Office data including funding codes and training codes.	
	Note 3: Receives e-mail when employee submits request informing supervisor of pending approvals.		Note 6: • Reviews employee's justification. • Accesses Web link or reviews backup info. . • Back up information is not forwarded to NSSC but remains at Center.	Note 8: This approval is not done in SATERN. This is a spot approval and a decision to proceed to point A.

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Center-level Submission & Approval of External Training Request (page 2 of 4)

Note 9: Before approving request in SATERN, CTO should enter a note in the Training Office Comments section on the NF-1735 stating that the employee registered/pre-paid and the request will be processed as a reimbursement.

Note 10: If the Training Request is submitted with less than 5 days notice, the CTO will contact NSSC(SP) HR to determine if student prepayment is required.

Note 11: Employee must provide payment receipt and should not pay in advance unless Training Office approved course.

Note 12: CTO pastes JOFOC or abstract in Comments section (request portion) of NF-1735.

Note 13: CTO pastes SOW in Comments section (request portion) of NF-1735.

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Center-level Submission & Approval of External Training Request (page 3 of 4)		

Center Training Office

C-2

Does BPA exist with college/university/ Exec. Ed. program? —No→ Is this an expedited request? —Yes→ Does NSSC have time to process? —Yes→ Is training instance > $2500? —Yes→ Prepare JOFOC or abstract of offers (Note 12) → Approve request in SATERN

Yes (top path) → Approve request in SATERN

No → (from "Is this an expedited request?")

No → (from "Is training instance > $2500?")

No → (from "Does NSSC have time to process?")

CTO approves request in SATERN (Note 10) → HR

CTO notifies employee to register and pre-pay

HR (right side)

Employee

Register for course/conference → Pre-pay for course/conference → Forward Completed SF-1164 & copies of 1735 and receipts to CTO (Note 11)

Center Training Office

C-3 → Center Validates/ Signs approval of SF 1164 → Center Training Office faxes document to NSSC 1-866-779-6772 → FM

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Center-level Submission & Approval of External Training Request (page 4 of 4)

Employee

- Student receives SATERN Training notification
- C-4
- Academic Training? → No → Student Confirms Registration w/Vendor
  - Yes → Student Prints Out 1735 & Registers W/Vendor for Training
- Student Pre Paid? → No → Student Completes Training
  - Yes → Student Submits Reimbursement (1164 & Receipts) to Center Training Office → C-3
- C-5 → Modifications to Training? → No → End
  - Yes → Student Informs CTO of Changes (Note: 16)

Center Training Office

- C-6 → Center Determines Recoupment Action → Center Notifies NSSC HR of Changes to Training Event Record → HR-5
- Center Notifies NSSC FM Accounts Receivable to recoup funds → FM-2
- CTO Office Submits Approved Changes to NSSC HR (Note 17) → HR-4

Note 16:
- Employee must notify NSSC(SP) HR if they need to cancel/withdraw from a course.
- If academic course, employee must withdraw directly w/ college or university.
- If employee does not notify NSSC and NASA incurs cost, employee may be liable. Center Training Office will make determination.

Note 17: CTO may delegate modification coordination and approval to Center Training Coordinators. Names of approvers must be forwarded to NSSC HR

Note 18:
- If evaluation is not complete, SATERN will alert the employee they have overdue learning.
- Send report to Center Training Office.

NSSC Registration-Reimbursement for External Training   NSSC-HR-SDG-0019   **Revision: A**
NSSC(SP) HR Processing of External Training Request

NSSC(SP) HR

- HR
- Review Request Package for completeness and accuracy (Note 19)
- Complete? — Yes / No
- Prioritize incoming requests
- Print 1735 and Create Remedy Ticket
- PR
- Procurement Provided NF 1735 with CC Info — No / Yes
- Non-Academic NF 1735 W/Billing Information — No / Yes
- Prepaid/ Registered by Student or Center? — No / No
- Academic NF 1735 Containing Billing Information — Yes / Yes
- Received Corrections? (Note 20) — Yes / No
- Contact Center Training Office for Missing Information
- HR-1
- Receive approved request from procurement in SATERN
- Place Remedy Ticket In Work
- Complete Vendor Registration Documents (Note:)
- Print Copy of Procurement Approved NF 1735
- Print Copy of Procurement Approved NF 1735
- Disapprove Training Requesl in SATERN
- End
- HR-2
- Inform NSSC Procurement That Registration is Complete
- FAX Registration Information to Vendor
- FAX Registration Information to Vendor
- HR-3
- Review Training Office Comments for unique situations, multiple requests, or substitutes
- Resolve problems if necessary and contact vendor to verify costs
- Search to see if item (course) already exists in SATERN
- If item (course) does not exist in SATERN , add new item (course)
- Tie evaluation to item – blended learning
- Schedule item (course)
- Assign Learner (Note 21)
- Approve request in SATERN (Note 22)
- Send Pre-Course Materials if required (Note 23)
- C-4

Note 19:
- May need to contact employee for some information needed for registration.
- For academic courses, employee registers w/ college or university.
- Check Training Office Comments on NF-1735 to see if employee has already registered/pre-paid.
- If NSSC(SP) misses the vendor's registration cut-off date, the NSSC(SP) must notify the employee to register onsite at the course/conference.

Note 20: Upon notice that Training Requests are incomplete, Centers will have 1 business day to provide updates to NSSC HR before request is returned as denied.

Note 21: Employee receives enrollment confirmation.

Note 22: Employee receives e-mail that request has been approved.

Note 23: NSSC to send any advance course materials or instructions for the course to employee.

NSSC Registration-Reimbursement for External Training   NSSC-HR-SDG-0019   **Revision: A**
NSSC Procurement Processing for External Training Requests (page 1 of 7)

NSSC(SP) PR

- Receive approved request for offsite training from NSSC HR via LMS & Remedy
- Review incoming requests, prioritize emergencies. If no emergency requests, process requests on first in – first out basis.
- Request prepaid by student or center? — No / Yes → PR-1
- Is the request for academic training? — No / Yes → PR-2
- Is the request for over $25,000? — Yes → PR-3 / No
- PR
- Vendor accept credit card or check? — Yes / No
- Is the request between $2,500 & 25,000? — Yes → PR-4 / No → PR-5

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NSSC Procurement Processing for External Training Requests (page 2 of 7)		

NSSC(SP) PR

Prepare Procurement File (Include approved NF 1735 and necessary supporting documents)

PR-5

Create Order Log in P-Card (note 24)

SP supports CS in performance of monthly reconciliation SP (Note 25)

NSSC(CS) PR

Determine and document price reasonableness IAW FAR 15.404-1

HR-1

Register Learner and authorize payment to vendor using purchase card or convenience check

Approve training request in LMS

Approve transaction in P-Card

NSSC P-Card Coordinator

Validate P-Card Invoice

End

Note 24: Go to the SAP On-line Quick Reference (OLQR) for Subprocess Create record of purchase in pcard
http://olqr-cf.ifmp.nasa.gov/robo/projects/
sap%20olqr%20mission%20control%20pur/
Purchasing_Process_Flows/Create_Record_of_Purchase.pdf

Note 25: Go to the SAP On-line Quick Reference (OLQR) for Subprocess Reconcile Bankcard Statement with Record of Purchase
http://olqr-cf.ifmp.nasa.gov/robo/projects/
sap%20olqr%20mission%20control%20pur/Purchasing_Process_Flows/
Reconcile_Bankcard_Statement_with_Record_of_Purchase.pdf

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NSSC Procurement Processing for External Training Requests (page 3 of 7)

Note 27: If a revision to the RDSS is required or if the document is missing, the NF 1735 will be returned to the NSSC(SP) HR for disposition.

NSSC Registration-Reimbursement for External Training **NSSC-HR-SDG-0019** **Revision: A**
NSSC Procurement Processing for External Training Requests (page 4 of 7)

NSSC(SP) PR

- PR-3
- Is the request for over $25,000?
  - Yes → PR-3
  - No → Vendor accept Credit Cards / Checks?
- D
- Vendor accept Credit Cards / Checks?
  - Yes → Is the purchase between $2,500-$25,000?
- Is the purchase between $2,500-$25,000?
  - Yes → Has NSSC Form RDSS been received?
- Has NSSC Form RDSS been received?
  - No → Contact training office for NSSC Form RDSS. Reject the request if form is not received. (Note 27)
  - Yes → Make recommendation and submit to CS
- Contact training office for NSSC Form RDSS. Reject the request if form is not received. (Note 27) → Receive NSSC Form RDSS
- Receive NSSC Form RDSS → Make recommendation and submit to CS
- Make recommendation and submit to CS
- Receive revised NSSC Form RDSS
- Contact training office to revise NSSC Form RDSS. Reject the request if form is not revised. (Note 27)

NSSC(CS) PR

- PR-1 → Approve request in LMS → HR-2
- PR-6
- Is the purchase between $2,500-$25,000? → No → PR-6
- Approve Justification → PR-6
- Is NSSC Form RDSS adequate?
  - Yes → Approve Justification
  - No → Make recommendations and notify SP
- Make recommendations and notify SP

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NSSC Procurement Processing for External Training Requests (page 6 of 7)

NSSC(SP) PR

(PR-3) → Create Purchase Requisition (Note 28)

Is vendor in SAP? —Yes→ RDSS or JOFOC been received? —Yes→ Make recommendation and submit to IG

Is vendor in SAP? —No→ Prepare and submit SR to Competency Center. Log date and time. → Receive response from Competency Center. Log date and time.

RDSS or JOFOC been received? —No→ Contact training office for NSSC Form RDSS or JOFOC. Reject the request if form is not received. (Note 27) → Receive NSSC Form RDSS or JOFOC → Make recommendation and submit to IG

Make recommendation and submit to IG ← Receive revised NSSC Form RDSS or JOFOC ← Contact training office to revise NSSC Form RDSS or JOFOC. Reject the request if form is not revised. (Note 27)

NSSC(CS) PR

(PR-7) ← Approve Justification ←Yes— RDSS or JOFOC adequate? —No→ Make recommendations and notify SP

Note 28: Go to the SAP On-line Quick Reference (OLQR) for Subprocess Plan Acquisition
http://olqr-cf.ifmp.nasa.gov/robo/projects/
sap%20olqr%20mission%20control%20pur/Purchasing_Process_Flows/
Plan_Acquisition.pdf

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NSSC Procurement Processing for External Training Requests (page 7 of 7)

Note 29: The evaluation will be coordinated with Center personnel to ensure the proposal/vendor meets their requirement

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NSSC FM Processing of Learner Reimbursements		

Employee

Receives reimbursement → End

NSSC(SP) FM

FM → NSSC TechDoc assigns invoice to NSSC FM AP via Remedy → NSSC FM AP retrieves final approved 1735 from TechDoc → NSSC AP verifies documentation for completeness (Note 30) → Documentation Complete

Documentation Complete — No → NSSC FM AP creates a Remedy ticket and calls Center AP POC to collect applicable information

Documentation Complete — Yes → NSSC FM AP Vendor Payment Processor Posts and Creates Payment Proposal in SAP → NSSC FM AP Certification Processor creates payment run in SAP → NSSC FM AP disburse payment to learner → NSSC FM AP sends notification of payment to student, CTO, and NSSC HR (Note 31) → HR-5

Note 30:
- Use NF 1735 to verify that CTO approved employee payment in advance of course.
- Extract accounting information from approved NF 1735 to complete the SF 1164.
- If accounting information is missing or incorrect, contact your center training office for data.

Note 31: Center Training Office may retain miscellaneous payment responsibilities.

NSSC Registration-Reimbursement for External Training   **NSSC-HR-SDG-0019**   **Revision: A**
NSSC FM Processing of Recoupment of Funds

NSSC(SP) FM

FM-2 → NSSC FM AR Sends Bill of Collection to Learner → NSSC TechDoc opens mail containing check/cash → NSSC TechDoc scans all documents including check or cash → NSSC TechDoc immediately assigns recoupment to NSSC FM AR SAP Collection Processor via Remedy → SAP Collection Processor documents initial acceptance in logbook and records payment in Deposit Log in SAP → SAP Collection Processor immediately hand delivers check/cash and documents to the Bank Deposit Collection Agent → Day = Thursday? Or Check/Cash ≥ $5,000

Day = Thursday? Or Check/Cash ≥ $5,000 — Yes → Bank Deposit Collection Agent prints SF-215 Deposit Slip out of SAP and Deposits check/cask in bank (Note 32)

Day = Thursday? Or Check/Cash ≥ $5,000 — No → Bank Deposit Collection Agent places all check/cash in FM AR Safe

Takes all pertinent information to the Customer Payment Center → Customer Payment Processor determines what account to credit → Debit Collection Agent monitors/tracks billings and collections, delinquent accounts and status of debt compromise (Note 33)

Note 32: Done in accordance with FMR Vol. 15, Ch 5

Note 33: Done in accordance with FMR Vol. 15, Ch 4

National Aeronautics and Space Administration

NASA Shared Services Center

Building 5100
Stennis Space Center, MS 39529-6000
www.nssc.nasa.gov

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